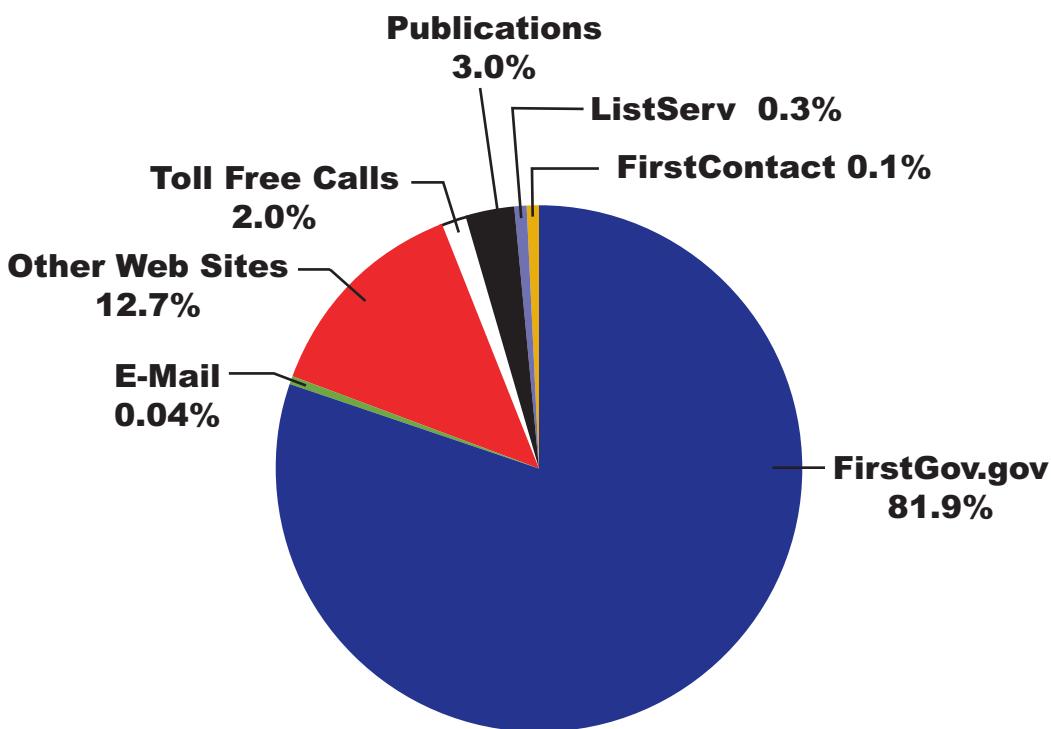


# USA SERVICES

## USA Services Summary of Public Contacts (actuals as of September 30, 2005)

	FirstGov.gov Page Views	Other Web Sites Page Views	Toll-Free Calls	Publications Distributed	E-Mail Received	ListServ Contacts	FirstContact Agency Support	Yearly Totals
FY 2003	176,296,291	25,703,613	1,756,696	5,920,487	60,198	—	—	209,737,285
FY 2004	202,898,159	27,393,864	5,368,693	5,129,961	96,360	1,028,753	—	241,915,790
FY 2005	179,081,601	33,550,287	6,720,849	8,213,942	106,575	1,123,582	958,989	229,755,825
SubTotals	558,276,051	86,647,764	13,846,238	19,264,390	263,133	2,152,335	958,989	681,408,900
Percentage	81.9%	12.7%	2.0%	3.0%	0.04%	0.3%	0.1%	100.0%



This data includes actuals for all channels for the period 10/1/2002 through 9/30/2005. The numbers for FirstGov.gov and other FCIC websites are derived from WebTrends reports of the number of "page views" to the website. Telephone shows the number of direct and assisted toll-free calls handled by the National Contact Center. Publication shows the numbers of publications distributed from the facility in Pueblo, CO. E-mail counts are of e-mails received. ListServ counts (added in FY 2004) consist of mailings of subscription e-letters.